

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.	10/615,054	Confirmation No.: 7996
Applicant(s):	John Manos	
Filed:	8 July 2003	
Group Art Unit:	3623	
Examiner:	CHONG Cruz, Nadja N	
Title:	INFORMATION TECHNOLOGY SERVICE REQUEST LEVEL OF SERVICE MONITOR	
Docket No.:	2560.055 (50-03-002)	
Customer No.:	60826	

Mail Stop Amendment  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND RESPONSE UNDER 37 C.F.R. §1.111**

Dear Sir:

In response to the Office Action mailed on 19 November 2008, please amend the above-identified application as follows:

**Claim amendments** begin on page 2 of this paper.

**Remarks** begin on page 10 of this paper.